1. RFP Reference: Application Development – Will the state provide a copy of its current application to assist bidders in preparing a realistic estimate of the cost to convert it to an online application?

   The application is currently in development and will not be finalized before proposals are due. However, please see prior response on "completed application" for additional guidance.

2. RFP Reference: Application Development - Will the state provide the specifications for existing data bases or systems that require access, connection, or integration with the contractor's online application process?

   There are no existing databases or systems that would require access, connection or integration with the contractor's online application process. Data must be able to be extracted from the contractor's online application database for reporting, analysis and comparison to other data sources.

3. RFP Reference: Application Development 1. d. – Will providing the state with a copy of the online application and the database in a file format such as XML be acceptable? If not, please specify.

   Yes.

4. RFP Reference: Intake 5. – *Does the state consider an application completed whether or not an application qualifies for or receives an award?*

   Yes, provided the application was "complete".

5. RFP Reference: Logistical Requirements 8. – *Does the state anticipate or desire that applications be scanner ready and readable in a specific format? If so, please specify.*

   The applications do not need to be "scanner ready in a readable format". The data from the applications and any attachments must be available and transmitted to the State in an electronic format. The information from the applications must be input in a database of the contractors choosing or development for summary transmission to the State. This information must be able to be extracted from the database for reporting, analysis and comparison to other data sources.

6. RFP Reference: Applicant Support 1. – Is the state's estimate of over 5,500 applicants limited to the homeowner program CDBG-DR allocation of $30M?

   Yes.

7. RFP Reference: Applicant Support 1. – *Does the state's estimate of over 5,500 applicants include the homeowner program and multifamily programs?*

   No.

8. RFP Reference: Applicant Support 5. – What does the State mean by "benchmarked applicant contact process"?

   We anticipate the Consultant to identify a timeframe with start/finish, as well as other key benchmarks along the way, for each type of applicant. As an example, one type of applicant is one who comes into an intake center. For an intake center applicant, upon entering an intake center, a potential applicant will be greeted and directed

to an open computer terminal within XX minutes. Staff will work with the individual applicant to set up an account and provide as much information as possible in that first visit. Information on how to follow up, either directly on their own via the web, or to set up a follow up visit at the intake center for completion of the application will occur. If the applicant does not log in, or appear for the follow up visit with X days, staff will reach out by email (or phone) to determine if the applicant needs additional assistance……..

9. RFP Reference: Fee Schedule - Would it be acceptable to price facilities lease costs for intake centers as ODCs since availability of low or no cost government facilities may be variable?

   Yes.

10. RFP Reference: General: Does the state anticipate soliciting contractor support for construction management and NEPA reviews?

    Yes.

11. RFP Reference: Instructions, p .10-11. The instructions state "See Section III" Award Criteria, Items 1 through 5. Is the State referring to Section IV Award Criteria on RFP p. 5?

    Yes.

12. RFP Reference: Section III, Respondent Qualifications, p. 5, Applicant Support Services: This section requires a "complete job description for the position of Intake Counselor". Should this description be included as part of Exhibit 3.1?

    Yes.

13. RFP Reference: Section III, Respondent Qualifications, p. 5, Applicant Support Services: Are Intake Counselors responsible for determining the eligibility of applicants?

    No. The Intake Counselors are responsible for ensuring completed applications. They are not responsible for determining eligibility.